STATE OF MISSOURI
INFORMATION TECHNOLOGY ADVISORY BOARD
MEETING MINUTES
NOVEMBER 17, 2004

ATTENDEES:

Jim Weber, Chair	Steve Adams	Tim Beasley
Bob Borgstede	Augie Buechter	Harold Burnette
Chip Byers	Carolyn Cook	David Crain
Kay Dinolfo	Tim Dwyer	Gary Eggen
Michael Elley	Jeff Falter	Richard Gerling
Rob Gourley	Jan Grecian	Jill Hansen
Russell Helm	Hayden Hill	Ryan Lanclos
Mary Luebbert	Gary Lyndaker	Bob Meinhardt
Lora Mellies	Bob Myers	Scott Peters
Kim Potzmann	Greg Reeves	Cindy Renick
Bob Roark	Jim Roggero	Douglas Scott
Tony Spicci	DeWayne Springer	Debbie Tedeschi
Ron Thomas	Jane Thompson	Mike Wankum
Lucy Watts	Gail Wekenborg	Gerry Wethington
Chris Wilkerson	Scott Willett	Mary Willingham
Paul Wright	Doug Young	

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Jim Weber opened the meeting at 8:40 a.m.

PRESENTATIONS

1. Missouri IT Recognition Award (Gerry Wethington/Jim Weber) – Gerry Wethington presented the Missouri IT Recognition Award to Bonnie Kliethermes from the Department of Labor and Industrial Relations, Division of Employment Security, for her role in the development of the Unemployment State Tax Reporting System (USTAR).

2. ITAB Awards (Gerry Wethington/Jim Weber) - Gerry Wethington and Jim Weber recognized the following ITAB Committee Chairs for their contributions over the past year: Jim Roggero, Lew Davison, Bob Meinhardt, Paul Wright, Tim Dwyer, Chris Wilkerson, Jeff Falter, Scott Willett, Lora Mellies, and Mary Willingham. The following ITAB Subcommittee Chairs were also recognized: Scott Peters, Gary Lyndaker, Don Lloyd, Todd Craig, Kay Dinolfo, Michael Elley, Tim Haithcoat, Pete Wieberg, Howard Carter, Charles Williams, Pat Brooks, Ron Thomas, and Carl Medley II. Appreciation was also expressed to Larry Murphy for his support of the ITAB. Carolyn Cook, Kay Dinolfo and Mary Luebbert were recognized for their outstanding administrative support to ITAB. Gerry Wethington was then presented with a plaque in honor of his retirement from state government.

ACTION ITEMS

1. Approval of October 27, 2004, Information Technology Advisory Board Meeting Minutes – Jim Weber asked if there were any changes to the meeting minutes from the last meeting; one change was requested. Jim Roggero made the motion to approve the minutes; Scott Peters seconded the motion. The minutes were approved unanimously, with one change.

2. Selection of ITAB Vice-Chair for 2005 (Jim Weber) – Jim Weber stated that he had met with Gerry Wethington, Jim Roggero, Gary Lyndaker, and Jill Hansen to select possible candidates for the ITAB Vice-Chair for the calendar year 2005. The following candidates were selected for nomination: Gary Lyndaker, Scott Peters, and Chris Wilkerson. Jim asked if there were additional nominations from the ITAB Members; none were received from the floor and the ballot was closed. The ballots were distributed to the voting ITAB members. Gary Lyndaker was elected the ITAB Vice-Chair for 2005.

GENERAL BUSINESS

1. CIO Update (Gerry Wethington)

- Pillars of Government – The Pillars of Government program was presented to the Business Oversight Committee yesterday. Their response was positive. Some examples of this approach include the Carrier One Stop within the Regulatory Pillar and the Data Dictionary Project for Tramatic Brain Injury within the Benefits Based Pillar. They suggested including more examples of the Pillars of Government programs and documentation of before and after images of the programs particularly from the citizens perspective. Dan Ross suggested a packet of material and a presentation be given to the new administration in mid-January. Gerry stated his office would be pulling the packet of information together for the presentation.

- Egovernment – The new portal is up and operating but there is still work to be done, including reducing it to one page so you don't have to scroll down to view the rest of the page. OIT hopes to have the new design reviewed by Brown University to see where we would have ranked had they been looking at the new portal. Missouri fell from 12th to 38th place this year because they were looking at our old portal instead of the new one. Brown University does their review between April and June each year. Gerry suggested refreshing the state's portal at least twice per year. He encouraged the IT Directors to consider refresh cycles for their agencies as the review process includes the agencies' web sites also. The E-gov Scorecard has been posted on the ITAB web site for now but will be moved onto the public side in the future. DMD been active in ensuring their agencies web sites are kept up to date. He suggested the IT Directors review their individual agency's scorecard and make any necessary changes so that their scorecard can be reevaluated before it is moved out to the public side. He suggested moving the scorecard out on the public side around the first of the year. Gerry stated we are close to moving forward on the purchase of the Google search engine. He had been approached regarding the search engine associated with Websphere and has seen a demonstration on that product. He is awaiting the findings from Gary's committee on how the costs should be shared by the agencies. A decision item is being submitted for $3,666,000+ to continue the egovernment program. A letter was received from the Personal Independence Commission in support of egovernment initiatives. It was also sent to the House and Senate leadership, and Committee Chairs of House Budget and Senate Appropriations. The Business Oversight Committee may send a similar letter. Gerry will contact Community Connection to request their support also.

- CRM – A half-day briefing was held on CRM and included what should be defined as CRM within the state of Missouri. More discussion is needed to define the components. Gerry has followed up with META on how CRM relates to Enterprise Architecture. An emerging trend in architecture is Service Oriented Architecture (SOA), which includes components and objects and how they are reused. We want to focus more on service aspects instead of the technical aspect. META supports this concept. He stated everyone should be prepared for questions when this is proposed to the cabinet/deputy cabinet.

- Network Management Consortium – Four meetings are scheduled over the next two weeks. They have been working to define a network, establish inventory of the networks, and develop a strategy for network optimization in the future. The agencies were requested to complete and submit four spreadsheets on network costs, network personnel costs, circuit inventory, and backbone inventory. Several have not submitted the information requested. OIT will be contacting the agencies that have not submitted their information. They will confirm the data received with the other agencies that did submit their information. MOREnet and OSCA are working on the definition of a network. The plan is to have a definition prior to November 27th. Dan Ross will be invited to attend the meeting.

- Enterprise Architecture – As noted previously, we are looking at a service-oriented approach to architecture. The same domain committees should not be used for both information and business architecture. Architecture guidelines state that business and information architecture should be considered first and then they should be allowed to drive the technical architecture. State government must deal with our technical architecture first and determine what direction we must migrate to. Business process personnel from the agencies should be used to contribute to the business architecture.

- IT Policies – ITAB members should review the policies listed on the ITAB web site. Tom Stokes will begin conducting a policy audit corresponding with the ITAB policy directives. When this is completed, a report will be published that indicates the status of each agency's compliance. IT policies are being

implemented and established by the authority of Executive Order 03-27. A new policy directive will be coming out soon that relates to project oversight. OIT is still partnered with the Budget Office, which continues to include four percent with OIT's budget whenever appropriations have IT elements. It will be consistent with the state's oversight program.

- Marketing Program – A strategy needs to be developed for the delivery of government services to the citizens. A PAQ has been done and Mediacross was selected to assist us with developing a strategy. They have been used by a number of other agencies.
- OIT Billing – The OIT bills were distributed approximately two weeks ago. The agencies were asked to submit their payments as soon as possible.
- OIT/ITAB Policy Manuals – The OIT and ITAB manuals have been circulated within OIT and should be distributed by December 1st.
- State of State – Jan Grecian has sent out an email to the agencies requesting input for the State of the State Report. Gerry requested the input be submitted timely to Jan. It should include your accomplishments, plans for the coming year, and latent demand (things that you will not be able to get to).
- SAM III – The call with META was cancelled. OA has recommended that one or two AMS consultants work with each department to see what it takes to move forward. The maintenance contract was extended so the urgency has been reduced. OA has started going forward with the analysis. Jan Heckemeyer met with FMAC yesterday. A different decision item may be initiated. It is known that the data warehouse, data structure, and reports will change. February to May is the timeframe to begin preparing for the budget preparation. Gerry suggested having a meeting with all involved areas. Departments may want to meet internally to coordinate activity. The data warehouse portion will be done totally inhouse. Employees will need access to view their personnel information. All agencies do not have computer access for all employees. Jill and Gerry are sharing any communications they receive related to SAM III. The SAM II Steering Committee will probably merge into the SAM III Steering Committee. It is important that the IT community be involved. Gerry stated the agencies should extend as much support to Jill as is possible in this endeavor.
- PC Bulk Buy – Several detailed conversations have been held over the last month on this subject. Documentation has been put together constituting a PAQ. The PAQ includes the standards put together by the Infrastructure Domain. The specifications have been reviewed repeatedly. The PAQ is ready to go and is set on a four-year PC life cycle. The results of this will be the OEM standard for that four-year period. Gerry sent a letter to Jim Miluski asking him to proceed with the publication of the PAQ. Gerry had first discussed with the Governor and the Transition Team through Dan Ross. Bob Meinhardt and one other ARC member will serve on the evaluation committee. This will be moved forward as quickly as possible. Gary Eggen added that most of the comments from ITAB have been incorporated into the PAQ. The PAQ is expected to go out in a week or so. Agencies may not be able to make purchases until around the first of January.

2. ITAB Chair Update (Jim Weber)

- Review of Action Items from Previous Meeting
  - Gerry Wethington to circulate to agencies the areas to be included in business continuity plans. - Pending. OA is currently working on its COOP/COG Plan. They will offer their assistance to other agencies when they have completed their plan.
  - Representation from an agency with UNIX experience is needed on the Application Domain Committee. – Completed.
  - Debbie Tedeschi to evaluate what products exist that would allow the migration of AdvantageGen product users to another product. Debbie Tedeschi should coordinate with the existing AdvantageGen users when discussing this with META. – META recommended reviewing the strategies of agencies. This could remain a viable option for three to four years. Gerry stated that he had taken away its standard status for application development. This action item will be changed to Gerry to send a letter to BobMeinhardt making the request.
  - Gerry Wethington requested Mary Willingham, Gary Lyndaker, and Debbie Tedeschi work with

their committee to define the cost center categories/function codes (i.e., email, data base, etc.). – Mary distributed updated function codes asking the group to review and be ready to approve at the next month's meeting. Any questions should be emailed to Mary or Debbie. All IT functions should fall under one of these core functions. Several items were noted that require clarification on where items should be listed. After incorporating comments, the document will be sent to the Architecture Review Committee for their review

- After cost center categories/function codes are identified, consideration will be given to doing a comparison of IT positions and salaries by the various categories/function codes. – Pending.
- Privacy Committee, determine when it is appropriate to use a e-mail confidentiality statement and establish a template to follow. – Pending. Committee will submit their findings at the next ARC meeting.
- Gerry Wethington to distribute the OIT FY06 Budget requests when finalized. – Pending.
- Privacy Domain Committee would like additional members. Names can be submitted to Scott Willett. – Completed.
- Jim Weber to consider either redirecting the Project Management Performance Measures Committee to look at Operations Metrics or creating a new committee to do so. – Pending.
- Tom Stokes to work with the CIOs to align the IT Business Plan with the state's initiatives. – Pending.
- Jeff Falter to make sure User Groups receive and use the guidelines established by the Architecture Review Committee. – Completed
- Gerry Wethington to begin looking at various types of training opportunities for the CIOs (i.e., how to work with legislators, how to work with budget analysis, preparing hallway and elevator presentations, etc.). – Pending.
- ITAB Members to comment on proposed restructuring of ITAB Committees. Comments to be provided to Jim Weber (Jim.Weber@dor.mo.gov) or Carolyn Cook (Carolyn.Cook@dor.mo.gov). - Pending.
- Gary Lyndaker (Chair), Paul Wright, Steve Adams, and Michael Elley will determine the appropriate method to distribute the cost of acquiring Google as a state search engine and report the results during the November ITAB Meeting. – Gary reported the Committee has met once but are still working on the issue. Different options for calculating amounts per agency exist, but are leaning toward basing part on the agency's IT budget and part on the number of pages it has on public web site. He asked agencies to consider which method or combination of methods should be used. ITAB discussed adopting a percentage mechanism for future items such as this.

ITAB COMMITTEE UPDATES

1. Architecture Review Committee Update (Bob Meinhardt/Michael Elley) – Architecture Domain Committee continues to post the artifacts on the web site; Bob encouraged everyone to review those if they have not done so.
   - Architecture Technical Committee (Michael Elley)
   - Interface Domain Committee (Ron Thomas) – Ron stated they had completed the training session and held one meeting.
   - Information Domain Committee (Tim Haithcoat)
   - Infrastructure Domain Committee (Howard Carter)
   - Interoperability Domain Committee (Charles Williams)
   - Application Domain Committee (Pat Brooks)
   - Systems Management Domain Committee (TBD)
   - Security Domain Committee (Lora Mellies/R.D. Porter) – Lora stated this group would be meeting tomorrow to review their charter and discuss the proposal on combining the Security Domain and ITAB Security Committees. Jill Hansen stated she received several comments relating to the proposal. ITAB asked Lora to clarify with the preferences of the two committees and to come back to the ITAB with a proposal from their groups. .

- Privacy Domain Committee (Scott Willett)

2. Digital Government Committee Update (Lew Davison/Ron Thomas) – No update.
   - Application Development Subcommittee (Jim Roggero/Pat Brooks)
   - Credit Cards Subcommittee (Scott Peters)
   - CRM Subcommittee (Don Lloyd)
   - Digital Certificates Subcommittee (Todd Craig)
   - Digital Media Subcommittee (Jim Weber/Kay Dinolfo)

3. MOTEC Update (Tim Dwyer/Laura Mertens) – Tim stated the updated reports were distributed with the agenda. The usage level of MOTEC remains high.

4. Personnel Committee (Chris Wilkerson) – Chris stated this Committee hopes to have materials ready for review at next month's ITAB Meeting. They were tasked to look at facilitating the hiring and retention of Cybersecurity positions. They determined the best method was to add a specialty code to the existing CIT classifications instead of creating new one. Some members of their Committee are from OA Classification and have asked how to fairly evaluate applications. The Committee developed some materials to help them with this process. This assisted them with their overall process.

5. Project Management Committee Update (Jim Roggero/Tom Stokes) – Jim stated the Committee met on October 15th. As was suggested in a recent meeting with James Stepp, Instructor, Jim visited one session to detail the importance of Project Management. A presentation of a state government project was given by Don Hamilton and assisted by Don Lloyd on the Missouri Centralized Voter Registration project with the Secretary of State's Office. Feedback received thus far has been very positive. The Committee is pursuing a white paper to provide to senior management within agencies on the necessity for Project Management. Budget and Planning still requires risk factors for proposed projects. Jim Weber assigned a Risk Review Team consisting of Gary Lyndaker, Jim Roggero, and Paul Wright. Jim Weber will serve as an alternate. Tom has the first meeting scheduled to review the criteria. They will be reviewing the decision items submitted. Paul Wright stated that a Pre-Bid Meeting has been scheduled on the 30th for automating MOVAP.
   - Cost Benefit Approach to State Government Subcommittee (Paul Wright)
   - Performance Measures Subcommittee (Paul Wright)

COLLABORATIVE EFFORTS

1. User Group Coordination (Jeff Falter/Debbie Tedeschi) – Jeff stated the Visual Basic group is meeting today to establish a new charter for renaming their user group. He will bring this to ITAB next month.

2. Internet/MOREnet Update (Chip Byers) – The Security Symposium has been moved to a new location to allow more attendees.

3. *Network Management Consortium Update (Jim Roggero/Jill Hansen) – On Hold*

4. Missouri Network Management Steering Committee (Jill Hansen) – Scott Willett was elected as the new chair and Doug Young was elected as the Vice-Chair.

5. Missouri Network Management Consortium – Senate Bill 1082 (Gerry Wethington/Jill Hansen) – Discussed previously.

6. Statewide Purchasing Update (Gary Eggen/Karen Boeger) – The updated IT Bids Report was distributed with the agenda.

7. Technology Services Update (Gail Wekenborg) – No update.

8. MO GIS Advisory Council (Jeff Falter/Tony Spicci) – Tony stated he is working on a conference at Tan-Tar-A in Osage Beach in February. They are working on a data access policy and an annual work plan.

OPEN DISCUSSION

1. Current/Planned Bids – None were reported.
2. Jill Hansen noted that relating to SAM III, Jan Heckemeyer did speak yesterday to FMAC but did not withdraw decision item. She is still asking for numbers on costs for IT agencies to move to SAM III.
3. Jill Hansen stated that her office is working on a COOP/COG Plan. They expect to complete it around the January timeframe. Once it is completed, they will assist other agencies with the completion of their plans.
4. Jill Hansen stated that a high-level presentation on Email Consolidation would be given in December.
5. Appreciation was expressed to Gail and the Committee for not increasing the amount of the CAP.
6. Ron Thomas stated the amount that OIT would have to contribute toward the Google search engine would be $30,000. The remainder would have to come from other sources.

REVIEW OF ACTION ITEMS

*   Gerry Wethington to circulate to agencies the areas to be included in business continuity plans.
*   Gerry Wethington requested Mary Willingham, Gary Lyndaker, and Debbie Tedeschi work with their committee to define the cost center categories/function codes (i.e., email, data base, etc.).
*   After cost center categories/function codes are identified, consideration will be given to doing a comparison of IT positions and salaries by the various categories/function codes.
*   Privacy Committee, determine when it is appropriate to use a e-mail confidentiality statement and establish a template to follow.
*   Gerry Wethington to distribute the OIT FY06 Budget requests when finalized.
*   Jim Weber to consider either redirecting the Project Management Performance Measures Committee to look at Operations Metrics or creating a new committee to do so.
*   Tom Stokes to work with the CIOs to align the IT Business Plan with the state's initiatives.
*   Gerry Wethington to begin looking at various types of training opportunities for the CIOs (i.e., how to work with legislators, how to work with budget analysis, preparing hallway and elevator presentations, etc.).
*   ITAB Members to comment on proposed restructuring of ITAB Committees. Comments to be provided to Jim Weber (Jim.Weber@dor.mo.gov) or Carolyn Cook (Carolyn.Cook@dor.mo.gov).
*   Gary Lyndaker (Chair), Paul Wright, Steve Adams, and Michael Elley will determine the appropriate method to distribute the cost of acquiring Google as a state search engine and report the results during the November ITAB Meeting. Check minutes from the November 17, 2004 ITAB Meeting for additional details.
*   Gerry Wethington to send a letter to Bob Meinhardt requesting that the ARC have the Application Domain Committee review the status of AdvantageGen.
*   Agencies to review the scorecards relating to their web site and make the necessary changes.
*   Agencies that have not submitted all their spreadsheets as requested by the Network Management Consortium, must do so as soon as possible.
*   Agencies to submit payment to OIT as soon as possible. Bills were distributed approximately two weeks ago.
*   Agencies to provide their information for the state of the state report to OIT
*   Lora Mellies to clarify with the Security Committee their concerns and develop a proposed structure for ITAB approval.

NEXT MEETING

1. The next ITAB Meeting is scheduled for **Wednesday, December 15, 2004 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.** *(This meeting was later canceled.)*

JLW/cc